

Managing Medicines and Supplies in Child Survival Programs

Action Guide for Program Managers

Management Sciences for Health
is a nonprofit organization
strengthening health programs worldwide.



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This report was made possible through support provided by the U.S. Agency for International Development, under the terms of Cooperative Agreement Number HRN-A-00-00-00016-00. The opinions expressed herein are those of the author(s) and do not necessarily reflect the views of the U.S. Agency for International Development.

January 2007

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**Used in 2003
Finalized January 2007**



This report was made possible through support provided by the U.S. Agency for International Development, under the terms of cooperative agreement number HRN-A-00-00-00016-00 of RPM Plus and contract number GHA-1-00-04-00002-00 for BASICS. The opinions expressed herein are those of the author(s) and do not necessarily reflect the views of the U.S. Agency for International Development.

About BASICS

Begun in 1994 and now in its third 5-year cycle, BASICS partners with the USAID Bureau for Global Health to develop and implement strategies for scaling up the use of interventions that have proven effective in reducing preventable infant and childhood deaths in the developing world. The project is implemented by the Partnership for Child Health Care, Inc., of which MSH is a partner. BASICS' focus areas include newborn health, nutrition, immunization, diarrhea, pneumonia, malaria, pediatric HIV, healthy pregnancy spacing, and child survival and nutrition in complex humanitarian crises.

About RPM Plus

RPM Plus works in more than 20 developing and transitional countries to provide technical assistance to strengthen pharmaceutical and health commodity management systems. The program offers technical guidance and assists in strategy development and program implementation both in improving the availability of health commodities—pharmaceuticals, vaccines, supplies, and basic medical equipment—of assured quality for maternal and child health, HIV/AIDS, infectious diseases, and family planning and in promoting the appropriate use of health commodities in the public and private sectors.

Recommended Citation

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Rational Pharmaceutical Management Plus and Basic Support for Institutionalizing Child Survival. 2007. *Managing Medicines and Supplies in Child Survival Programs: Action Guide for Program Managers*. Submitted to the U.S. Agency for International Development by the Rational Pharmaceutical Management Plus Program. Arlington, VA: Management Sciences for Health.

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Managing Medicines and Supplies in Child Survival Programs

Action Guide for Program Managers

Dear Child Survival Program Manager,

We know that inappropriate use and lack of essential medicines and commodities prevent the effective implementation of many innovative child survival interventions and programs. Most managers do not know exactly how much the lack and misuse of medicines affect the success of their programs or how much can be done to overcome these problems.

This *Action Guide* is designed for those involved in child survival, IMCI, malaria, ARI, diarrhea, or nutrition programs, and provides a structured way for you to expand your role and ability to solve the most common medicine availability and use problems. The steps in the *Action Guide* will help you determine to what extent you can become involved in improving the supply of medicines and supplies in your program. The *Action Guide* will give you the opportunity of learning something new and challenging as well as to achieve improved availability and use of the medicines essential for your child survival program.

The actions are organized for you to carry them out step by step. Actions range from making a phone call, meeting someone, or gathering information. You may use any resources you have available. The actions you take and their sequence may vary according to your other activities and opportunities. You can use the *Action Guide* on your own or with a team and divide the work. In general, we suggest that when you plan your work for the week, you also make plans to complete one step of the *Action Guide* per week in the context of your everyday work.

At the beginning of each week, read the corresponding step in the *Action Guide* and make plans to take as many actions as you can that week. Don't worry if you cannot complete all the actions. Do as much as you can. The whole program can be completed in a minimum of 12 weeks, that is, one step per week, but you can take your time as needed. To get started, take a look at the first step and choose the actions you feel comfortable doing next week, and go ahead. Tell us how it is going and ask for help and guidance at any time from the child survival team at Rational Pharmaceutical Management (RPM) Plus (rpmplus@msh.org).

We want to help you and coach you as you expand your role. We hope this experience will enrich you and improve the results of your program.

Thanks for using the *Action Guide*!

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ACRONYMS AND ABBREVIATIONS

ARI	acute respiratory infection
BASICS II	Basic Support for Institutionalizing Child Survival II Project
CMS	central medical store(s)
CS	child survival
EML	essential medicines list
IEC	information, education, and communication
IMCI	Integrated Management of Childhood Illness
INRUD	International Network for the Rational Use of Drugs
MOH	Ministry of Health
MSH	Management Sciences for Health
NDP	national drug policy
NGO	nongovernmental organization
ORS	oral rehydration salts
PAHO	Pan American Health Organization
PTC	pharmacy and therapeutics committee
PVO	private voluntary organization
RPM Plus	Rational Pharmaceutical Management Plus Program
SP	sulfadoxine-pyrimethamine
UNICEF	United Nations Children's Fund

STEP 1. YOUR ESSENTIAL CHILD SURVIVAL MEDICINES AND COMMODITIES

Action Guide

STEP 1

Date: _____

1. Name:	2. Program:
3. What strategic objective(s) does your child survival (CS) program plan to achieve?	

4. Check the medicines and commodities that are essential to the delivery of the services you are improving.

- ☐ Co-trimoxazole
- ☐ Paracetamol/acetaminophen
- ☐ Amoxicilline
- ☐ Sulfadoxine-pyrimethamine (SP)
- ☐ Other antimalarial (specify):.....

- ☐ ORS packet
- ☐ Zinc
- ☐ Syringe
- ☐ Iron/folate tablets
- ☐ Weighing scale
- ☐ Vitamin A

- ☐ Thermometer
- ☐ Timer
- ☐ Cord ties
- ☐ Iodized salt
- ☐ Growth charts

- ☐ Counseling cards
- ☐ Insecticide-treated nets
- ☐ Stock cards
- ☐ Growth charts
- ☐ Other records:_____

- ☐ Others:_____
- _____
- _____

5. If you had to pick only three products that would be vital to the success of your program, which would they be?

1. _____

Why? _____

2. _____

Why? _____

3. _____

Why? _____

Remember: These are your priority products. Your focus will be in making them a priority in procurement, distribution, and use.

6. Use the form provided in Annex 1 to prepare a table of your *Essential Child Survival Medicines and Commodities* from Question 4 above.

This is the first step in improving the management of medicines for your CS program. It helps you focus on what medicines are crucial for CS programs and therefore which products need to be managed more carefully. You will use this list for the remaining activities.

Include all the products, medicines, and commodities you consider essential to achieve the objectives of your program. For medicines, define the form (tablet, vial, suspension, etc.) and strength (100 mg, 500 mg, etc.). For other commodities, define the specifications. You will complete the last three columns (5, 6, 7, and 8) in Steps 2, 4, and 5.

7. Make all staff and partners aware that these supplies are essential to run the CS program and that they should never run out of these supplies. For example, hold a meeting for all staff and partners and distribute copies of the list to everyone.

Example: Table of Essential Child Survival Medicines and Commodities

Column 1	2	3	4	5	6	7	8
Medicines/Commodities	Strength/form or specification	Packaging or other requirements	Storage or maintenance requirements	EML	CMS Catalog	CMS Price	Registered
1. Co-trimoxazole suspension	240 mg/5 ml			Y			√
2. SP tablets	525 mg tablet		Keep out of direct light	Y			√
3. Paracetamol suspension	120 mg/5 ml			Y			√
4. ORS packet		Sachet					
5. Iron/folate tablet	200 mg/0.25 mg tablet	Blister pack of 100 (20 x5)					√
6. Vitamin A	200,000 IU		Keep out of direct light				
7. Iodized salt	10 kg drums						
8. Insecticide-treated net							
9. Thermometer							
10. Scale	Infant spring scale, with glass-covered dial and bag						
11. Cord ties and blade							
12. Iron suspension							

STEP 2. SELECTION

Action Guide

STEP 2

Date: _____

Name:	Program:
Supply Management Action Area: SELECTION	
ACTION	√
1. Get a copy of the most recent national essential medicines list (EML). Note the date it was last revised.....	
2. Check to see if the products included in your table of <i>Essential Child Survival Medicines and Commodities</i> are included in the EML. Indicate which medicines and vaccines are on the EML in column 5 of your table.	
3. Calculate the percentage of medicines and vaccines on the EML. * If this is less than 100%, discuss your finding at the next IMCI technical committee meeting.	_____ %
4. Find out what products are available at the central medical stores (CMS). There should be a catalog of all the products available at the CMS. Get a copy with the most recent updates.	
5. Check to see if the products included in your table of <i>Essential Child Survival Medicines and Commodities</i> are available through the CMS. Indicate which products are on the CMS list in column 6 of your table.	
6. Calculate the percentage of products in your table that are included in the catalog. * If this is less than 100%, discuss your finding at the next IMCI technical committee meeting.	_____ %

Outcomes of IMCI or Inter-Agency Coordinating Committee Meeting:

STEP 3. SELECTION

Action Guide

STEP 3

Date: _____

Name:	Program:
Supply Management Action Area: SELECTION	
ACTION	√
1. Contact the drug regulatory office of the Ministry of Health (MOH) and find out if there is a national drug policy (NDP) that guides how the government manages the supply of medicines. If there is an NDP, request a copy, note the date and read it.	
2. Determine if child survival products are a priority in the NDP. Discuss findings at the next IMCI technical committee meeting.	
3. Find out if a pharmacy and therapeutics committee (PTC) exists. It also may be called <i>drug and therapeutics committee</i> . A PTC promotes the rational use of medication through the development of relevant policies and procedures for medication selection, procurement, and use. Find out if the PTC is organized at the national, district, or facility level.	
4. Find out who is on the PTC.	
5. Find out if the PTC is responsible for selecting what products to buy. If so, ask to attend their next meeting. If not the PTC, find out what group is responsible for selection and ask to attend their next meeting.	
6. Attend the next meeting of the PTC or other selection body. <ul style="list-style-type: none"> • If there was less than 100% of your <i>Essential Child Survival Medicines and Commodities</i> on the EML from Step 2, present your findings about child survival priorities and the EML. • If there was less than 100% of your <i>Essential Child Survival Medicines and Commodities</i> in the CMS catalog from Step 2, present your findings about child survival priorities and the availability of products in the central medical stores. • Propose that the next procurement prioritize the medicines and supplies needed for child survival. 	
7. Report back to IMCI or Inter-Agency Coordinating Committee.	

Conclusions from meeting with the PTC or selection body:

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting:

STEP 4. PROCUREMENT

Action Guide

STEP 4

Date: _____

Name:	Program:
Supply Management Action Area: PROCUREMENT	
ACTION	√
1. Find out what agency is in charge of registering all the pharmaceutical products to be sold in the country. For example, in the U.S. this agency is the Food and Drug Administration (FDA).	
2. Determine how many of the products on your list of <i>Essential Child Survival Medicines and Commodities</i> are registered in the country. This may require making an appointment with someone from this agency to review your list. Indicate which commodities are registered in the country in column 8 of your table.	
3. Calculate the percentage of medicines on your <i>Essential Child Survival Medicines and Commodities</i> table that are registered. If this is less than 100%, discuss your finding at the next IMCI technical committee meeting.	_____ %
4. Find out who purchases medicines and commodities for use in the public sector facilities. (Check all that apply.)	<input type="checkbox"/> Central government <input type="checkbox"/> Parastatal procurement agency <input type="checkbox"/> Local governments <input type="checkbox"/> Private procurement agency <input type="checkbox"/> Donors, e.g., UNICEF, PAHO <input type="checkbox"/> Faith-based agency <input type="checkbox"/> PVOs/NGOs <input type="checkbox"/> Other.....

Name:	Program:
Supply Management Action Area: PROCUREMENT	
ACTION	√
<p>5. Meet/speak with the main purchasers to:</p> <p>a. Find out what month of the year budgetary allocations are usually made. (Month: _____)</p> <p>b. Find out how they prepare the budget for procurement.</p> <p>_____</p> <p>_____</p> <p>c. Find out how they estimated the quantity of medicines they bought last year.</p> <p>_____</p> <p>_____</p> <p>d. Find out if they will buy these products again this year. Y / N</p> <p>e. Advocate for the products on your table to be included in the next budget.</p>	
6. Report back to IMCI or Inter-Agency Coordinating Committee.	

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting:

STEP 5. PROCUREMENT

Action Guide

STEP 5

Date: _____

Name:	Program:
Supply Management Action Area: PROCUREMENT	
ACTION	√
1. Find out what method is used for public sector procurements by the main purchasing/procurement agency as noted in Step 4.	(Check all that apply.) <input type="checkbox"/> An international tender <input type="checkbox"/> A local tender <input type="checkbox"/> An annual tender <input type="checkbox"/> Direct purchases as needed <input type="checkbox"/> A price comparison among three suppliers <input type="checkbox"/> A tender among prequalified suppliers <input type="checkbox"/> Other: _____
2. Using the CMS catalog, find the price listings of all the medicines and products on your <i>Essential Child Survival Medicines and Commodities</i> table. Mark all prices in column 7 of your table in the corresponding row.	
3. Get a copy of the <i>International Drug Price Indicator Guide</i> . Copies may be ordered through Management Sciences for Health (MSH) at www.erc.msh.org by clicking on the picture of the guide.	
4. Find out whether the prices charged now are too high, low, or average. Compare the prices of at least three products from the price information in column 7 of your <i>Essential Child Survival Medicines and Commodities</i> table to price listings in the <i>International Drug Price Indicator Guide</i> .	
5. From the procurement agency, find out the main suppliers of all products listed in your <i>Essential Child Survival Medicines and Commodities</i> table.	
6. Identify the products for which there is only one supplier and therefore no competition to control the price.	
7. Find out if purchases are made using generic names or brand names. This can be important in determining the cost of medicines.	

Name:	Program:
Supply Management Action Area: PROCUREMENT	
ACTION	√
8. Discuss all findings at the next IMCI technical meeting. Advocate for generic purchasing with the selection body and purchasing agency, if generic purchasing is not already a common practice.	

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting

STEP 6. STORAGE AT THE CENTRAL LEVEL, DISTRIBUTION, AND STORAGE AT THE FACILITY LEVEL

Action Guide

STEP 6

Date: _____

Name:	Program:
Supply Management Action Area: STORAGE AT THE CENTRAL LEVEL	
ACTION	√
1. Find out where the CMS/main warehouse is and arrange a time to visit in order to answer the following questions.	
2. Find out if there are expired child survival products in the main warehouse. Ask to be shown some of the products on your <i>Essential Child Survival Medicines and Commodities</i> table to see that they are not expired. Make a note of the medicines that were expired, if any, and the quantity expired.	
3. Ask about the inventory control system they in place. An inventory control system is important to keep track of stock movements and ensure availability of medicines. <ul style="list-style-type: none"> • Do they have stock cards? Y / N • Are the stock cards up-to-date? Y / N 	
4. Determine if the inventory control system is computerized. Ask for a printout showing the stock available for the essential child survival medicines and commodities, as this is useful to check whether the medicines and commodities on your list are available (although it is always a good idea to check f they are physically available, too).	
5. Ask if the warehouse is secure. Have there been any break-ins?	
6. Discuss findings with store management and IMCI committee.	

Supply Management Action Area: DISTRIBUTION	
ACTION	√
<p>7. Determine the method for getting medicines and supplies from central or regional stores to health workers in the facilities.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Push (central store determines need for supplies to be sent to the facilities) <input type="checkbox"/> Pull (facilities request supplies from central or regional stores on a regular basis) <input type="checkbox"/> Pull (facilities order on an ad hoc basis) <input type="checkbox"/> Combination of push and pull systems <input type="checkbox"/> Kits delivered 	
8. Find out if medicines are distributed separately from supplies (vaccinations, needles, gloves, etc.).	
<p>9. Find out if there are procedures for receiving orders at facilities. For example:</p> <ul style="list-style-type: none"> • For making certain what was ordered was received. • For checking the state of packaging. Is the packaging damaged? <p>This is important because it provides a mechanism for assuring quality.</p>	
10. Ask the IMCI committee or the MOH if there has been an IMCI facility survey or any other medicine supply assessments. If yes, get a copy (or copies) and read it.	
11. Summarize the main findings of the reports and discuss at IMCI technical meeting.	

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting

STEP 7. AVAILABILITY

Action Guide

STEP 7

Date: _____

Name:	Program:
Supply Management Action Area: AVAILABILITY AT THE FACILITY LEVEL	
ACTION	√
1. Visit some health facilities and use the <i>Form for Availability</i> provided in Annex 2 to determine what medicines and products from your <i>Essential Child Survival Medicines and Commodities</i> table are available in the health facility (column 2).	
2. Calculate the percentage of products from your <i>Essential Child Survival Medicines and Commodities</i> list that are available in the health facility. See Annex 2 for the calculation formula.	_____ %
3. Determine for how many days these products were out of stock in the last three months (columns 4, 5, 6, and 7 in Annex 2).	_____ %
4. Calculate the percentage of time out of stock for all products. (See Annex 2 for the calculation formula.)	_____ %
5. Determine if stock cards are available. Share your findings with the person in charge of the facility. Ask where and how they get stock cards. If they are not available, ask why they do not have them.	
6. Determine if physical counts correspond with what is recorded on the stock cards, by counting what is in stock and comparing with the quantity recorded on the stock card, and record your findings in column 3 of Annex 2.	
7. Find out how medicines are financed at a facility.	<input type="checkbox"/> Free <input type="checkbox"/> Revolving drug funds <input type="checkbox"/> Community-based financing <input type="checkbox"/> Other: _____
8. If the medicines are not free: a. What are the pricing policies? - _____ b. Who is exempt? _____ c. How are prices fixed? _____ d. Can families afford these prices? Y / N	

Name:	Program:
Supply Management Action Area: AVAILABILITY AT THE FACILITY LEVEL	
ACTION	√
9. Get a copy of the <i>Handbook for Drug Supply Management at the First-Level Health Facility</i> , which can be downloaded from the WHO website at www.who.int . The document is 70 pages. Adobe Acrobat Reader is required. The specific URL is www.who.int/child-adolescent-health/New_Publications/CHILD_HEALTH/WHO_CHD_98.4/DSM-handbook.pdf	
10. Having read the handbook, ask how staff order supplies in the facilities? Decide if the method is appropriate.	
11. Find out if pharmacy staff have been trained in store management.	
12. Share all findings with facility and store staff. Discuss ways that medicines and other products required for child survival can be prioritized.	
13. Write down your conclusions and share with the IMCI or CS committee.	

Conclusions to share with IMCI or Inter-Agency Coordinating Committee Meeting:

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting:

STEP 8. USE: DRUG INFORMATION, IEC, BEHAVIOR CHANGE

Action Guide

STEP 8

Date: _____

Name:	Program:
Supply Management Action Area: USE	
ACTION	√
1. Find out if there are national guidelines for rational prescribing, e.g., IMCI guidelines or standard treatment guidelines, and read them. Are they appropriate?	
2. Find out who has the responsibility of updating standard treatment guidelines and offer to help. Is it the PTC or other selection body?	
3. Find out if there are guidelines for dispensing, and read them. Are they appropriate?	
4. Get a copy of the WHO publication <i>Guide to Good Prescribing</i> from the local WHO office or from the Internet at http://whqlibdoc.who.int/hq/1994/WHO_DAP_94.11.pdf . Read it. Find out if WHO has already distributed the guide in your country or done some related training on rational use of medicines, or if they plan to.	
5. Find out from the IMCI committee or the MOH if there have been any recent surveys on the use of medicines at the facility level. If so, get a copy of the report and read it. Summarize the main findings and discuss at IMCI technical meeting.	
6. Learn about the International Network for the Rational Use of Drugs (INRUD). Go to the organization's website at http://www.inrud.org . Find out if there is an INRUD group in your country, and meet them to find out what they do.	
7. Find out if there is any regular monitoring or supervision of medicine use at the district, regional, or national level (could also include availability). If not, discuss the idea with the IMCI or CS committee. You might want to use the <i>Community Drug Management for Childhood Illness Assessment (C-DMCI) Manual</i> developed by RPM Plus. There are a variety of tools available. To see a selection of tools available, see the RPM Plus Child Survival website at http://www.msh.org/projects/rpmplus .	
8. Find out if there has been a study of medicine use practices by caregivers. Propose a study, e.g., using the C-DMCI, to the IMCI or CS Committee if there has not been one.	

9. Find out if the private sector providers, private doctors, pharmacists, drug sellers, etc., are aware of IMCI treatment guidelines. This can be done by talking to the professional associations. Explore the possibility of doing an information sharing workshop. Explore ways of disseminating information brochures through the private sector.	
10. Write down your conclusions and share with the IMCI or CS committee.	

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting

STEP 9. USE: PRESCRIBING

Action Guide

STEP 9

Date: _____

Name:	Program:
Supply Management Action Area: USE/ PRESCRIBING	
ACTION	√
1. Visit some health facilities to determine if IMCI or treatment guidelines are available in public health facilities. Record findings in the <i>Form for Study of Prescriptions</i> in Annex 3.	
<p>2. Determine if medicines are usually prescribed according to IMCI or treatment guidelines. Review a sample of about 20 prescriptions from a six-month period. For each facility, select one random case per month for each of the four condition (malaria, non-pneumonia ARI, pneumonia, and diarrhea [non-bloody]), using the form in Annex 3.</p> <p>Indicators for use are as follows:</p> <ul style="list-style-type: none"> • Malaria: <ul style="list-style-type: none"> • % prescribed any antimalarial (target 100%) • % prescribed the first-line antimalarial according to national guidelines (target 100%) • Non-pneumonia ARI: <ul style="list-style-type: none"> • % prescribed antibiotic (target 0%) • Pneumonia: <ul style="list-style-type: none"> • % prescribed any antibiotic (target 100%) • % prescribed the first-line antibiotic according to national treatment guidelines (target 100%) • Diarrhea (non-bloody): <ul style="list-style-type: none"> • % prescribed antibiotic (target 0%) • % prescribed ORS (target 100%) 	
3. For each facility calculate indicators for malaria, non-pneumonia cough or cold, pneumonia, and diarrhea in Annex 3.	
4. Share your findings with the staff at each facility. Discuss with facility and store staff ways medicines and other products required for child survival can be prioritized.	
5. Write down your conclusions from several facilities and share with the IMCI or CS committee.	

Conclusions from several facilities:

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting:

STEP 10. COUNSELING FOR IMPROVED PATIENT COMPLIANCE

Action Guide

STEP 10

Date: _____

Name:	Program:
Supply Management Action Area: COUNSELING FOR IMPROVED PATIENT COMPLIANCE	
ACTION	√
<p>1. Visit the pharmacies or dispensing units of several health facilities and conduct interviews with caregivers of sick children as they are leaving the pharmacy or dispensing unit after getting medicine to determine:</p> <ul style="list-style-type: none"> i. If when obtaining a medication for a child, caregivers receive information from the health worker about how to give that medication to a child ii. If they understand that information and can describe how to give the medicine correctly <p>Ask the questions indicated in the header of the <i>Form for Exit Interviews</i> provided in Annex 4. If possible, try to interview five caregivers at each facility.</p>	
<p>2. Calculate the percentage of caregivers stating they received advice from the health worker on how to give the medicine to the child. Use information provided in column 1 of Annex 4.</p>	<div style="border-bottom: 1px solid black; width: 50px; margin: 0 auto;"></div> %
<p>3. Calculate the percentage of caregivers stating that the health worker asked them to repeat back this information. Use information provided in column 2 of Annex 4.</p>	<div style="border-bottom: 1px solid black; width: 50px; margin: 0 auto;"></div> %
<p>4. Calculate the percentage of patients able to state correctly how to give the medication to the child. Use information provided in column 3 of Annex 4.</p>	<div style="border-bottom: 1px solid black; width: 50px; margin: 0 auto;"></div> %
<p>5. Calculate the percentage of caregivers receiving all the medicines prescribed. Use information provided in column 4 of Annex 4.</p>	<div style="border-bottom: 1px solid black; width: 50px; margin: 0 auto;"></div> %
<p>6. Share your findings with the staff at the facility. Discuss with facility and store staff ways medicines and other products required for child survival can be prioritized.</p>	

Name:	Program:
Supply Management Action Area: COUNSELING FOR IMPROVED PATIENT COMPLIANCE	
ACTION	√
7. Write down your conclusions and share with the IMCI or CS committee.	

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting

STEP 11. USE OF MEDICINES IN THE PRIVATE SECTOR

Action Guide

STEP 11

Date: _____

Name:	Program:
Supply Management Actions Area: MEDICINE USE IN THE PRIVATE SECTOR	
ACTION	√
<p>1. Visit several private pharmacies to evaluate if caregivers obtain appropriate medicines in the private sector. Use the <i>Simulated Purchase Form</i> in Annex 6 to conduct simulated purchases in private medicine outlets yourself or to train someone else to do them. As per the instructions, the person conducting the simulated purchase should present herself or himself as the caregiver of a sick child with any one of the following conditions: non-pneumonia cough or cold, diarrhea, or malaria. Record what the assistant or staff member at the pharmacy suggests that you buy. To avoid needlessly purchasing any medication, simply explain you have no money and will come back later to purchase.</p>	
<p>2. Calculate and record indicators for use from the simulated purchase activity in the table <i>Summary of Results: Simulated Purchases in Private Pharmacies</i>, shown in Annex 7.</p> <p>Indicators for use in the private sector are as follows:</p> <p>Malaria:</p> <ul style="list-style-type: none"> • % prescribed the first-line antimalarial (target 100%) <p>Non-pneumonia ARI:</p> <ul style="list-style-type: none"> • % prescribed antibiotic (target 0%) <p>Non-bloody diarrhea:</p> <ul style="list-style-type: none"> • % prescribed antibiotic (target 0%); • % given ORS (target 0%) <p>Malaria, non-pneumonia ARI and non-bloody diarrhea:</p> <ul style="list-style-type: none"> • % of cases provided with some dosage information 	
<p>3. Either after the simulated purchase or on another day, depending on who conducted the simulated purchase, determine if the products in your <i>Essential Child Survival Medicines and Commodities</i> table can be obtained in the private medicine outlets visited.</p>	

Name:	Program:	
Supply Management Actions Area: MEDICINE USE IN THE PRIVATE SECTOR		
4. Share your findings with the staff at the pharmacy or medicine outlet. Discuss with pharmacy staff how certain medicines and other products required for child survival can be prioritized.		
5. Write down your conclusions and share with the IMCI or CS committee.		

Conclusions to share with the IMCI or CS committee:

Outcomes from IMCI or Inter-Agency Coordinating Committee Meeting

STEP 12. MONITORING AND EVALUATION

Action Guide

STEP 12

Date: _____

Congratulations! You have reached step twelve, the last step of the program! This is the final step and one you should take every time you visit a facility for any other activities such as supervision. This step includes some of the useful tools you used in assessing the use and availability of the products identified as essential for your program. We advise you to use these tools to monitor how the supply system is working at least once a year after you have used the *Guide*. Feel free to send your findings and comments. We want to hear from you. Good luck!

MONITORING AND EVALUATION

Whenever you visit a facility, take your table with you and try to conduct the following activities. Assess the following areas.

Areas for monitoring	Form to use	Size of sample
1. Storage conditions	Use the form in Annex 2.	Each facility visited
2. Presence of stock cards	Use the form in Annex 2.	Each facility visited
3. Availability of medicines and supplies on the list and calculate the percentage	Use the form in Annex 2.	Each facility visited
4. Presence of IMCI guidelines	Use the form in Annex 3.	Each facility visited
5. Use of medicines by studying what percentage of prescriptions for cases of ARI, diarrhea, pneumonia, and malaria are according to IMCI guidelines.	Use the form in Annex 3.	5 prescriptions per disease per facility over a 6-month period (i.e., one child case picked at random each month) per facility
6. Caregivers actually get their medicines dispensed and whether they get advice about how to take their medicine.	Use the form in Annex 4.	5 exit interviews per facility
7. Caregivers can describe how to take medicines correctly.	Use the form in Annex 4.	5 exit interviews per facility
8. In private pharmacies or medicine shops, carry out simulated purchases.	Use forms in Annex 6.	In 2–3 different outlets near the health facilities visited, try to conduct one of each of the scenarios for simulated purchases.

More advice:

- √ At each facility discuss your findings with staff and record reactions.
- √ After 10 facilities, we think you should be able to summarize and present findings to the IMCI technical committee or other partners you may have. Use the summary forms in **Annexes 5 and 7**. The findings show trends of problems and may indicate the need to look into some problems more carefully. For more information on how to solve other supply problems, check *Managing Drug Supply*, 2d edition (MSH 1997) or contact RPM Plus CS staff at rpmplus@msh.org.

ANNEX 1. ESSENTIAL CHILD SURVIVAL MEDICINES AND COMMODITIES

Column 1	2	3	4	5	6	7	8
Medicines/commodities	Strength/form or specification	Packaging or other requirements	Storage or maintenance requirements	On EML Y / N	In CMS Catalog Y / N	CMS Price	Registered Y / N
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							

18.							
19.							
20.							

ANNEX 2. FORM FOR AVAILABILITY

Facility name:	Type of facility:
District:	Date:

Observation:

Store is clean: Y ☐ N ☐

Stock cards present: Y ☐ N ☐

Column 1	2	3	4	5	6	7
Product List (from Step 1)	Available Y / N	Physical count = Amount recorded on card Y / N	# of days out of stock			Total days out of stock
			Month	Month	Month	
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
Percentage of Ys over # of products x 100	%	%				
Row 1: Total of days out of stock for all medicines						
Row 2: Total number of products						
Row 3: Average percentage of time out of stock = (# from row 1 x 100) / (Number of days in 3 months x # from row 2) :						

ANNEX 3. FORM FOR STUDY OF PRESCRIPTIONS

Facility name:	Type of facility:
District:	Date:
IMCI guide present? Y / N	

	Number of patient	Diagnosis	Month/year	Antibiotic Y / N	Antimalarial Y / N	ORS Y / N	First-line medicine prescribed according to IMCI or national guidelines Y / N	Comments or actual medicines prescribed
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								

	Number of patient	Diagnosis	Month/year	Antibiotic Y / N	Antimalarial Y / N	ORS Y / N	First-line medicine prescribed according to IMCI or national guidelines Y / N	Comments or actual medicines prescribed
18.								
19.								
20.								
21.								
22.								
23.								
24.								
25.								
26.								
27.								
28.								
29.								
30.								
	% Cases of malaria treated with...			N/A		N/A		
	% Cases of non-pneumonia ARI treated with...				N/A	N/A	N/A	
	% Cases of pneumonia treated with...				N/A	N/A		
	% Cases of non-bloody diarrhea treated with...				N/A		N/A	
	All							

N/A = Not applicable to this indicator

ANNEX 4. FORM FOR EXIT INTERVIEWS

Facility name:	Type of facility:
District:	Date:

Cases interviewed	1	2	3	4
	Ask the caregiver...		Ask the caregiver...	Check the prescription and determine if the caregiver received all the medicines that were prescribed. Y / N
	“Did the health worker tell you how to give the medicines to your child?” Record answer: Y / N	“Did the health worker ask you to repeat back how to give the medicines to your child?” Y / N	“How will you give the medicines: dose, frequency, and duration?” Record if this is correct: Y / N	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<i>Total # of Ys / total # of cases x 100</i>	%	%	%	%

ANNEX 5. SUMMARY OF RESULTS: PUBLIC FACILITIES

Facility	Store clean Y / N	Stock cards present Y / N	Availability of medicines on the list (overall % from annex 1)	Stock corresponds to physical count (%)	Avg % of time out of stock	IMCI guidelines Y / N	Antibiotics used for ARI non pneumonia. (%)	First-line antibiotic used for pneumonia (%)	First-line antimalarial used for malaria (%)	ORS used for diarrhea with no antibiotics (%)	All Medicines dispensed (%)	Info on medicine administration given to caregiver (%)	Administration correctly described (%)
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
Overall % or average													

ANNEX 6. SIMULATED PURCHASE

Form for Non-Pneumonia (Cough or Cold) in Private Pharmacies or Medicine Outlets

Present yourself as the caregiver of a two-year-old child who has been suffering from a cold for two days. Use local terms to describe the symptoms of the child. Request advice regarding which products to give the child. Do not provide additional information unless directly asked for more information. Purchase the medicines recommended by the retail drug seller and leave the shop, or say you do not have money and will come back.

If the drug seller asks these questions, reply as follows:

The condition of the child: Say the child is a little tired, with a slight fever, the child plays but tires easily, the child eats and drinks normally, but has a runny nose with clear discharge.

Description of the cough: Say that the respiration is noisy and that the child has a mild cough. There is no vomiting after the cough.

If the child took medication: Say that the child has not taken medication.

For all medicines recommended for purchase by the drug seller, write down the following information after leaving the shop.

Facility name:		Your name:	
Location:	Date:	Currency used:	One U.S. dollar =

Name, Strength, and Dosage Form	Dosage Quantity	Frequency	Duration of Treatment (days)	Instructions	Price	Pack Size

Did dispenser provide basic information on how to take the medicines? Y ☐ N ☐

Form for Diarrhea in Private Pharmacies or Medicine Outlets

Present yourself as the caregiver of a two-year-old child who has had diarrhea for two days. Use local terms to describe the symptoms of the child. Request advice regarding which products to give the child. Do not provide additional information unless directly asked for more information. Purchase the medicines recommended by the retail drug seller and leave the shop, or say you do not have money and will come back.

If the drug seller asks these questions, reply as follows:

The condition of the child: Say the child is a little tired, with a stomachache and diarrhea, but without fever or vomiting.

Diarrhea episodes: Say that the child has four to five daily episodes of loose, watery stools, without blood.

If the child ate something out of the ordinary or took medication: Say that the child did not eat anything unusual or take medication.

For all medicines recommended for purchase by the drug seller, write down the following information after leaving the shop.

Facility name:		Your name:	
Location:	Date:	Currency used:	One U.S. dollar =

Name, Strength, and Dosage Form	Dosage Quantity	Frequency	Duration of Treatment (days)	Instructions	Price	Pack Size

Did dispenser provide basic information on how to take the medicines? Y <input type="checkbox"/> N <input type="checkbox"/>
--

Form for Malaria in Private Pharmacies or Medicine Outlets

Present yourself as the caregiver of a two-year-old child who has had a fever for the last two days. Use local terms to describe the symptoms of the child. Request advice regarding which products to give the child. Do not provide any additional information unless directly asked for more information. Purchase the medicines recommended by the retail drug seller and leave the shop, or say you do not have money and will come back.

If the drug seller asks these questions, reply as follows:

The condition of the child: Say the child does not have a cough or any other symptoms, but has a fever. The child is playing less.

If the child took medication: Say that the child has not taken medication.

For all medicines recommended for purchase by the drug seller, write the following information after leaving the shop.

Facility name:		Your name:				
Location:	Date:	Currency used:			One U.S. dollar =	

Name, Strength, and Dosage Form	Dosage Quantity	Frequency	Duration of Treatment (days)	Instructions	Price	Pack Size

Did dispenser provide basic information on how to take the medicines? Y <input type="checkbox"/> N <input type="checkbox"/>

ANNEX 7. SUMMARY OF RESULTS: SIMULATED PURCHASE IN PRIVATE PHARMACIES OR MEDICINE OUTLETS

Pharmacy or medicine outlet	Antibiotics used for ARI non- pneumonia. (%)	First-line antimalarial used for malaria (%)	ORS used for diarrhea (%)	Antibiotics used for diarrhea (%)	Info on medicines administration given to caregiver (%)	Administration correctly described (%)	All key medicines available (%)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
Overall % or average							

